

Statement from NDIA to 7.30, 20 November 2019

The NDIA apologises to the Tomlinson and Rowles families for any delays they have experienced and will continue to work with both families to ensure they have the appropriate funding for their disability-related support needs.

Where a participant's experience has not lived up to expectations, the Agency is committed to working with them to address concerns.

The Government has recently released its plan to improve the experience and outcomes for all Australians with disability, their families and carers, which has a focus on accelerating access and decision-making timeframes.

Background

Under the NDIS, if a participant thinks a decision made by the NDIA about them is wrong, or their circumstances change, they can request an internal review. The NDIA fully respects participants' right to seek a review.

The NDIS presents the first time where funding and disability supports are tailored to meet a person's individual and specific needs. At the time a plan is developed or reviewed, plan supports may increase, decrease or stay the same, depending on a person's individual circumstances and goals.

Plan review times may vary depending on the complexity of circumstances. However, the NDIA is committed to ensuring plan review decisions are made and participants advised of the outcome as soon as possible.

Around 400 NDIS staff are employed within the Complaints and Review area, as at the end of October. A further 52 employees are expected to be employed within these areas between November and January.

The NDIA is implementing strategies to improve review times, including:

- Increasing staffing resources to respond to reviews.
- Continuous review of practices and processes to identify solutions that will improve timeframes and output.
- Delivering a training program with a focus on building capability and pace.
- Dedicated teams for key cohorts such as children and sensory impairments to increase efficiency and understanding of the drivers of review for these participants.
- Improved data collection to identify more information about trends and drivers of requests.